



California Department of Consumer Affairs



CEA

CAREER EXECUTIVE ASSIGNMENT

THE DEPARTMENT OF CONSUMER AFFAIRS PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, RELIGIOUS CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

TDD users contact the California Relay Services TDD line at 1-800-735-2929, voice line at 1-800-735-2922, or (916) 322-1700.

www.dca.ca.gov

POSITION: DEPUTY CHIEF, CONSUMER ASSISTANCE, LICENSING AND ADMINISTRATIVE SUPPORT PROGRAMS (CEA 1)

LOCATION: SACRAMENTO

SALARY: \$5768 TO \$7324

FINAL FILING DATE: OCTOBER 2, 2006

DUTIES AND RESPONSIBILITIES

Under the general direction of the Chief, Bureau of Automotive Repair (BAR), the Deputy Chief, Consumer Assistance, Licensing and Administrative Support Programs, functions as a top administrative advisor to the Chief on issues relating to the programs. Advises and consults with executive staff regarding the interpretation of policy and legislation. Formulates and initiates Program policies and procedures and ensures implementation of Departmental policies. Plans, directs and evaluates the Department of Consumer Affairs (DCA) and BAR Strategic Plans. Directs the analysis of proposed legislation that affects the Programs and the DCA. Identifies the need for new legislation and recommends its support by the DCA. Recommends modification of proposed legislation to align it with DCA policy, programs, procedures, and to ensure adequate consumer protection. Negotiates amendments to the satisfaction of the BAR and the Administration. Reviews, modifies and approves program budget proposals by staff. Establishes fiscal controls to assure that expenditures do not exceed available funds and are in conformance with approved fiscal programs. Oversees external communications with consumers, through its public awareness contract and with industry, through various newsletters. Identifies strategies to obtain consumer compliance and acceptance of the smog check program. Oversees all administrative functions performed by BAR involving budget development, contract monitoring, personnel administration, and facilities management. Meets with bill sponsors to discuss and resolve issues; meets with legislators and legislative consultants to develop support for BAR's legislation and to ensure pro-active positions on legislation. Testifies before legislative committees as an advocate for the BAR and DCA to support or oppose legislation that directly or indirectly may have impact on the Programs. Addresses the public and industry at public forums on Program related activities. Represents the BAR and forges relationships with the United States Environmental Protection Agency, automotive repair industry, consumer and environmental organizations, departmental executives, local air quality management districts, California Environmental Protection Agency, Department of Motor Vehicles, Air Resources Board, other states, media and the public. Makes presentations to automotive trade associations, media, consumers, special interest groups, and legislative staff on various policies and issues as they relate to BAR and provides testimony at legislative hearings.

MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications:

Either I

Must be a civil service employee with permanent civil service status.

Or II

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

Or III

Must be a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992.

In addition to one of the above, applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of the following:

Knowledge of: the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the Department's or Agency's Equal Employment Opportunity (EEO) Program objectives; and a manager's role in EEO.

Ability to: plan, organize and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organizational procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide variety of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the Department's or Agency's EEO objectives.

These abilities and knowledge are expected to be obtained from supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies. (Experience may have been paid or volunteer, in state service, other governmental settings or in a private organization.)

DESIRABLE QUALIFICATIONS

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- ◆ Broad and comprehensive knowledge of the Bureau's roles and responsibilities.
- ◆ Ability to demonstrate knowledge in budget and contract development and administration.
- ◆ Knowledge of federal and state regulations that apply to and impact the work of the Bureau, including its mission, goals, programs and policies.
- ◆ Demonstrated ability to supervise a multi-disciplinary professional staff; participating in budgetary activities for the Bureau; and serving in a consulting and coordinating capacity with other departmental functional areas statewide.
- ◆ Demonstrated ability to develop and implement organizational improvements or innovations.
- ◆ Possess excellent oral and written communication skills.
- ◆ Experience-based knowledge of management in Strategic government; experience in strategic planning, policy development, leadership, supervision and organizational awareness.

FILING INSTRUCTIONS

All interested applicants must submit:

- A standard original State application (Form 678) **with official or civil service titles and dates** of experience. (Applications without official or civil service titles will be rejected.) and

- A *Statement of Qualifications*. The *Statement of Qualifications* is a discussion of the candidate's education and experience that would qualify him/her for this position, related to the desirable qualifications, with emphasis on the factors listed in the screening criteria below. The Statement should be no more than two pages in length. **Note:** Resumes are optional and do not take the place of the Statement of Qualifications.

EXAMINATION INFORMATION

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the "Desirable Qualifications" listed above and screening criteria outlined below, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

All applicants will be notified of the results. The results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

SCREENING CRITERIA

The *Statement of Qualifications* must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

- Education
 - List degrees obtained and dates received.
- Number of years and the type of external contacts (e.g., Legislature, control agencies, etc).
 - List the level, extent, and nature of those contacts.
- Years of managerial experience as, or equivalent in level to, Staff Services Manager I.
- Years and type of experience: making clear and convincing presentations, representing and speaking for an organizational unit, presenting to those within and outside the office, such as directors, deputy directors, agency heads and other government executives, corporate executives, legislative members and staff, the media, general public and professional groups.
- Years and type of experience planning, developing and managing a complex and politically sensitive program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules and policies.
- Years and breadth of experience in strategic planning, analyzing complex program issues, and developing policies or specific solutions.

The Application and Statement of Qualifications are to be submitted to:

Mail to:
Department of Consumer Affairs
Selection Services Unit/Attn: KC Groppe
1625 N. Market Street, Suite N 321
Sacramento, CA 95834

Hand Deliver to:
Department of Consumer Affairs
Selection Services Unit/Attn: KC Groppe
P.O. Box 980428
West Sacramento, CA 95798-0428

Applications (Std. 678) and Statements of Qualifications (application packages) must be **POSTMARKED** or **RECEIVED** by **October 2, 2006**. Application packages postmarked, personally delivered, or received via interagency mail after the October 2, 2006 will not be accepted for any reason. Do not submit application packages to the State Personnel Board.

Application packages must have an original signature; therefore, faxed application packages will not be accepted for any reason. The following are some options readily available to applicants for ensuring that application packages are postmarked or received by the final filing date:

1. Use certified mail with the U.S. Postal Service
2. Use return receipt feature with the U.S. Postal Service
3. Ask for a receipt when hand delivering to the Human Resources Office

Questions regarding this examination may be directed to: KC Groppe at (916) 574-8305.